



BNFL Inc. OEF Program



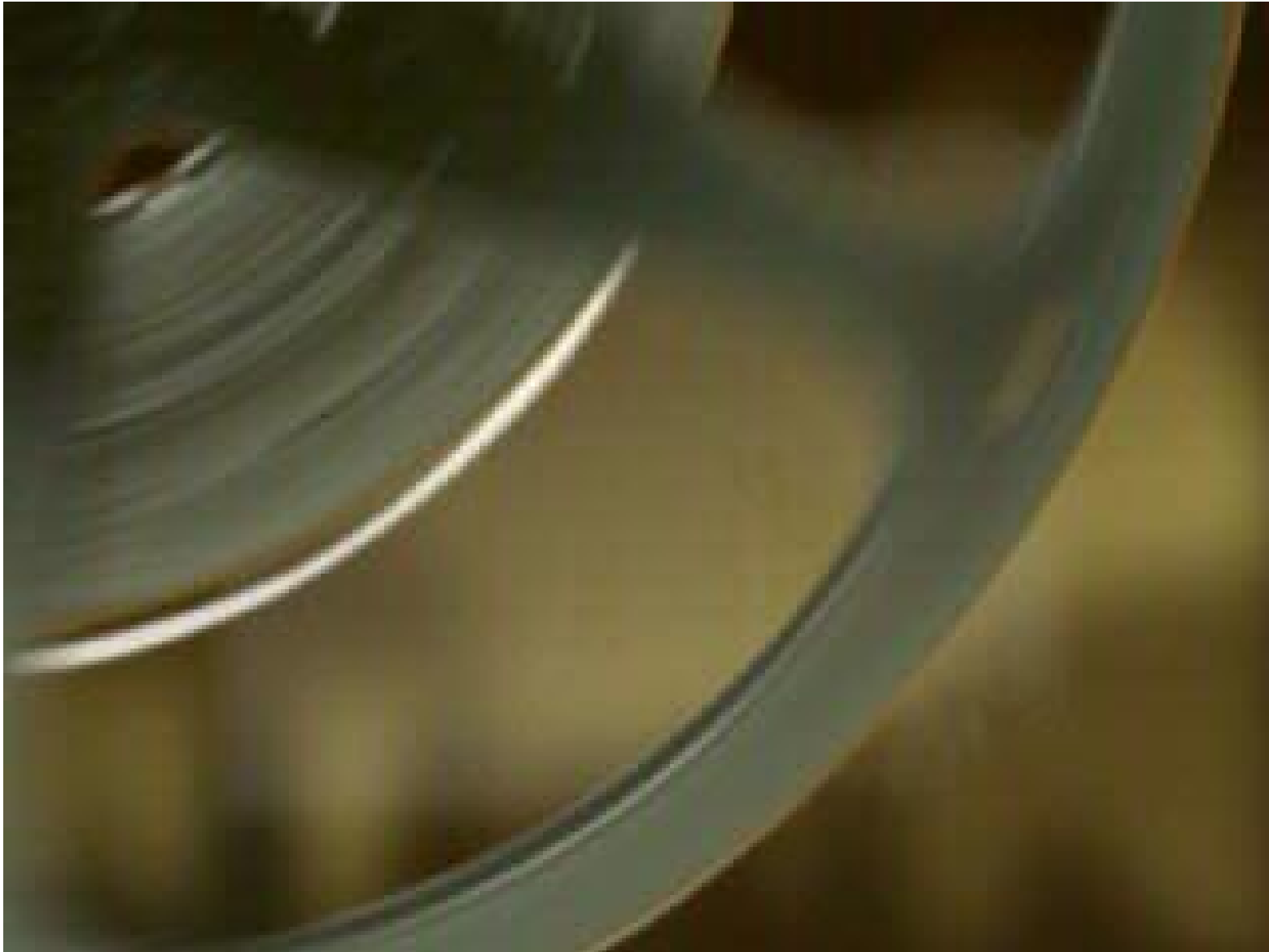
Tracking Our Momentum: Leading and Trailing Indicators of an Operating Experience Feedback (OEF) Program

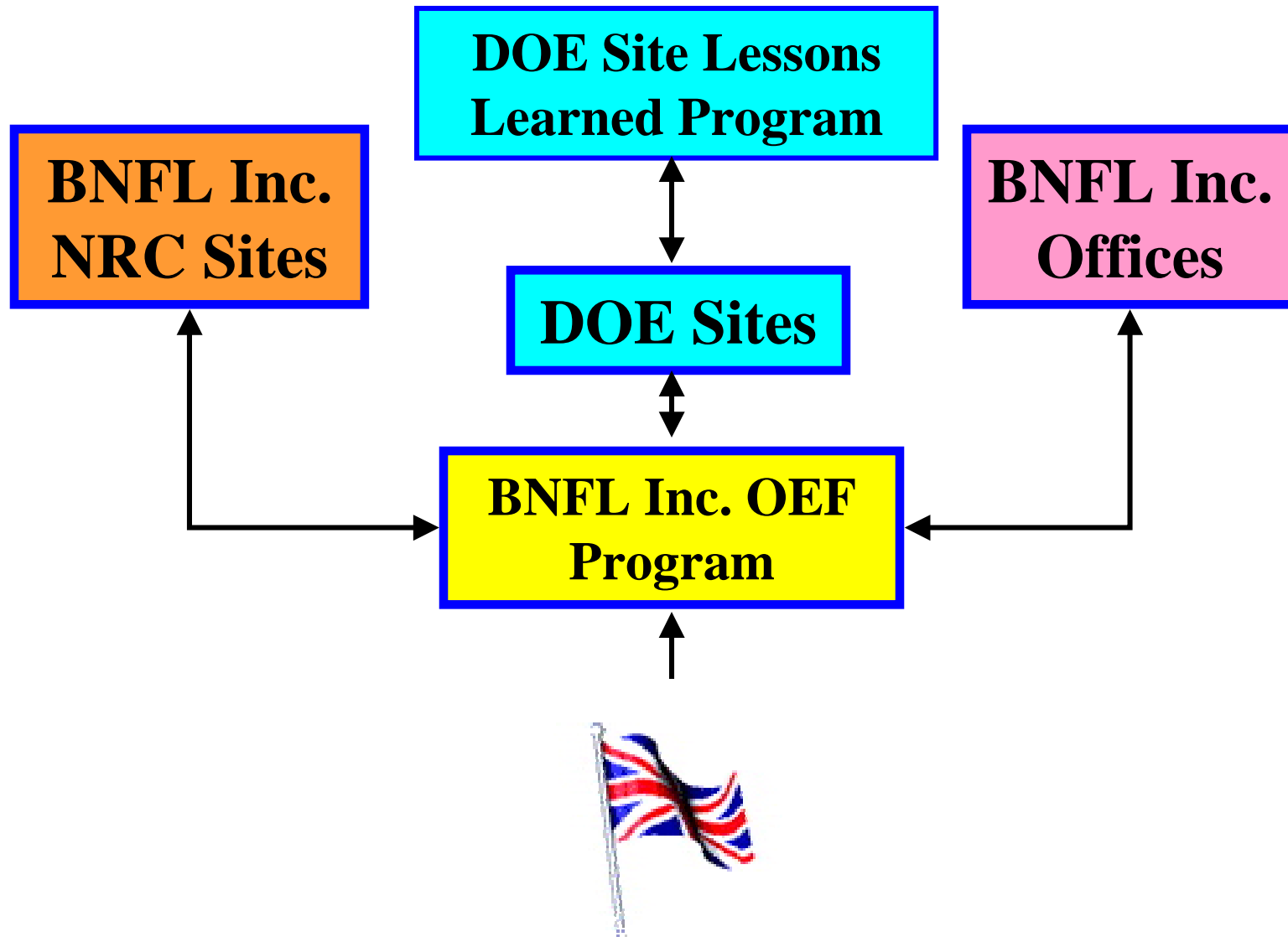
Presented by Howard J. Gordon
Corporate ES&H Lessons Learned Coordinator
BNFL Inc.
April 10, 2003
SELLS Spring Workshop

Leading performance metrics
are difficult to define where
as trailing indicators are a lot
easier to document.



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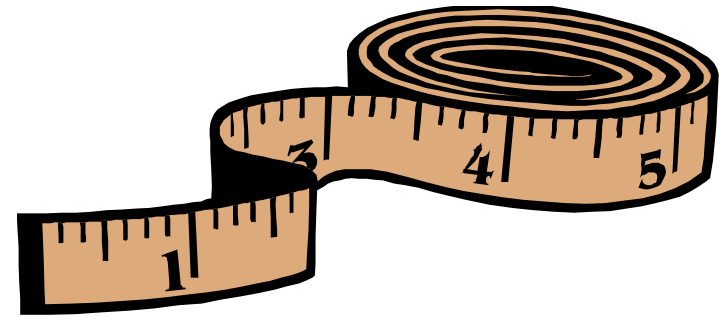


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Performance Metrics

1. Lessons generated per year.
2. Cumulative posted lessons.
3. Number of lessons posted per month.
4. Lessons generated per year per site.
5. Total lessons generated per site.
6. Percent of lessons learned generated by site.
7. Number of posted lessons by Priority Descriptor.
8. Percent of total lessons posted by Priority Descriptor.





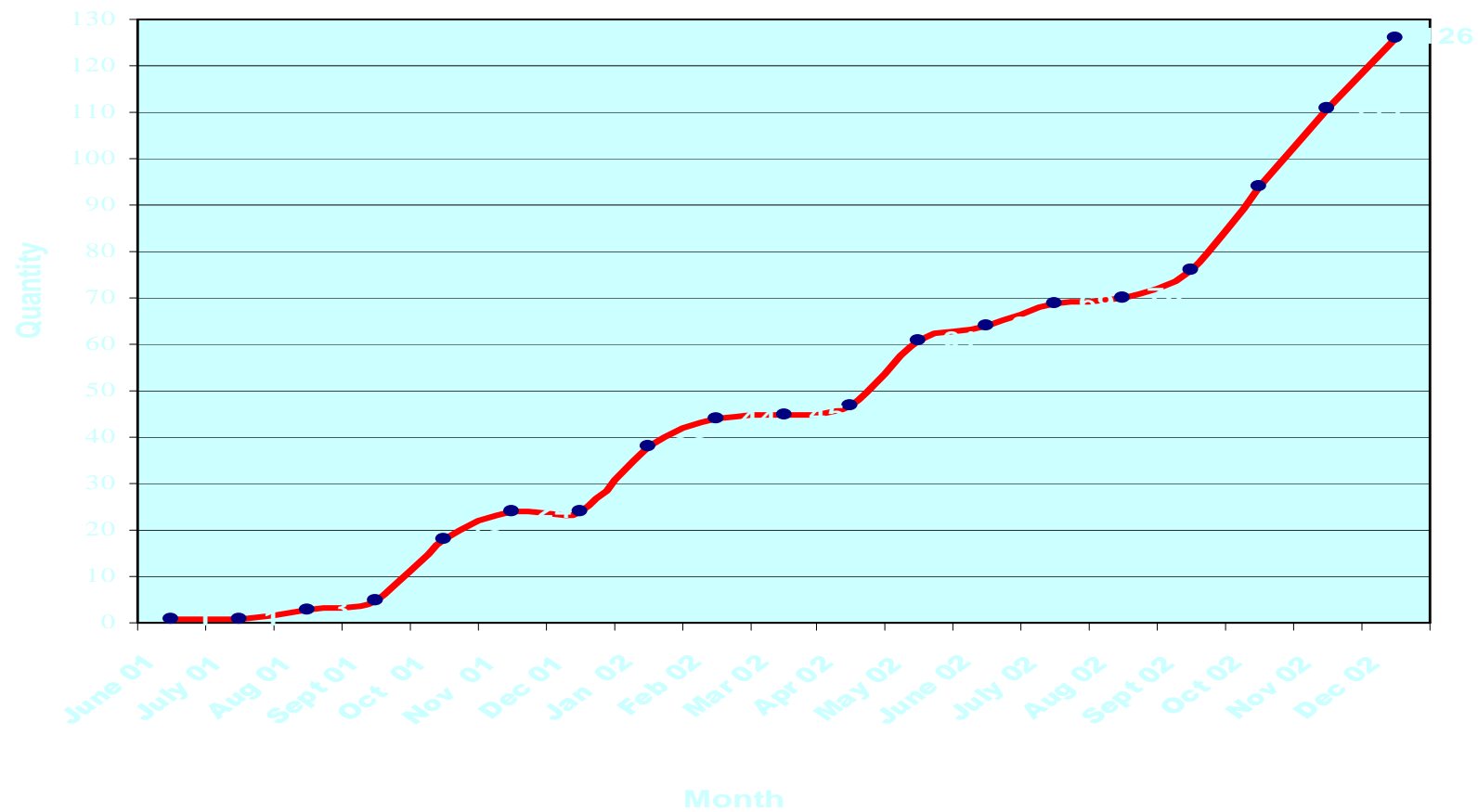
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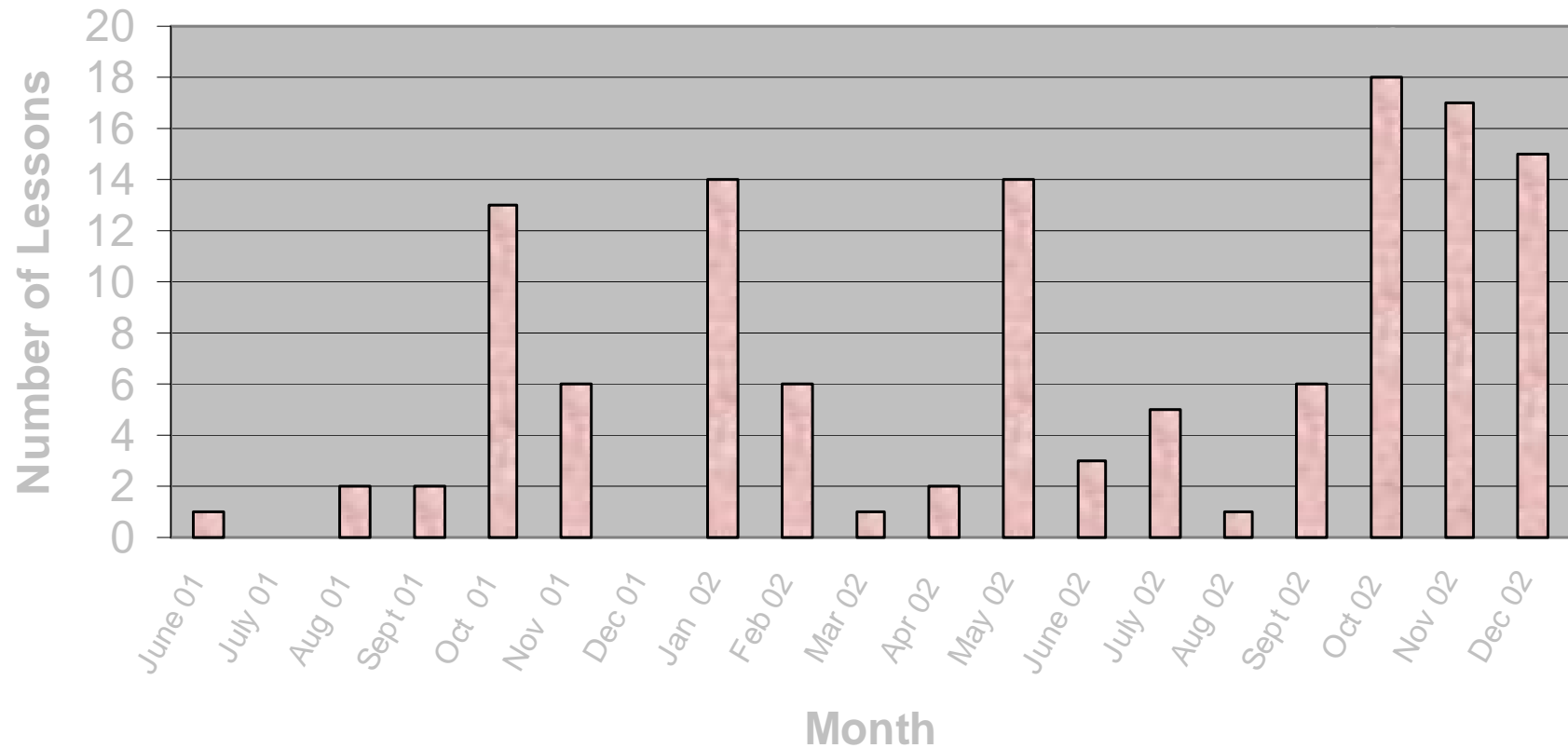
Performance Metrics (continued)

- 9. Percent of Internally Vs Externally generated Lessons.**
- 10. Number of Occurrence Reports Posted to DOE versus number of Occurrence Reports generated Lessons.**
- 11. IIRs vs Posted Lessons Per Year Per Site.**
- 12. Attendance to bimonthly Lessons Learned Coordinators' Phone Conference.**
- 13. Percent of all attending Lessons Learned Coordinators to bimonthly Lessons Learned Coordinators' Phone Conference.**
- 14. Percent of attendance by each Lessons Learned Coordinator to the bimonthly Lessons Learned Coordinators' Phone Conference.**

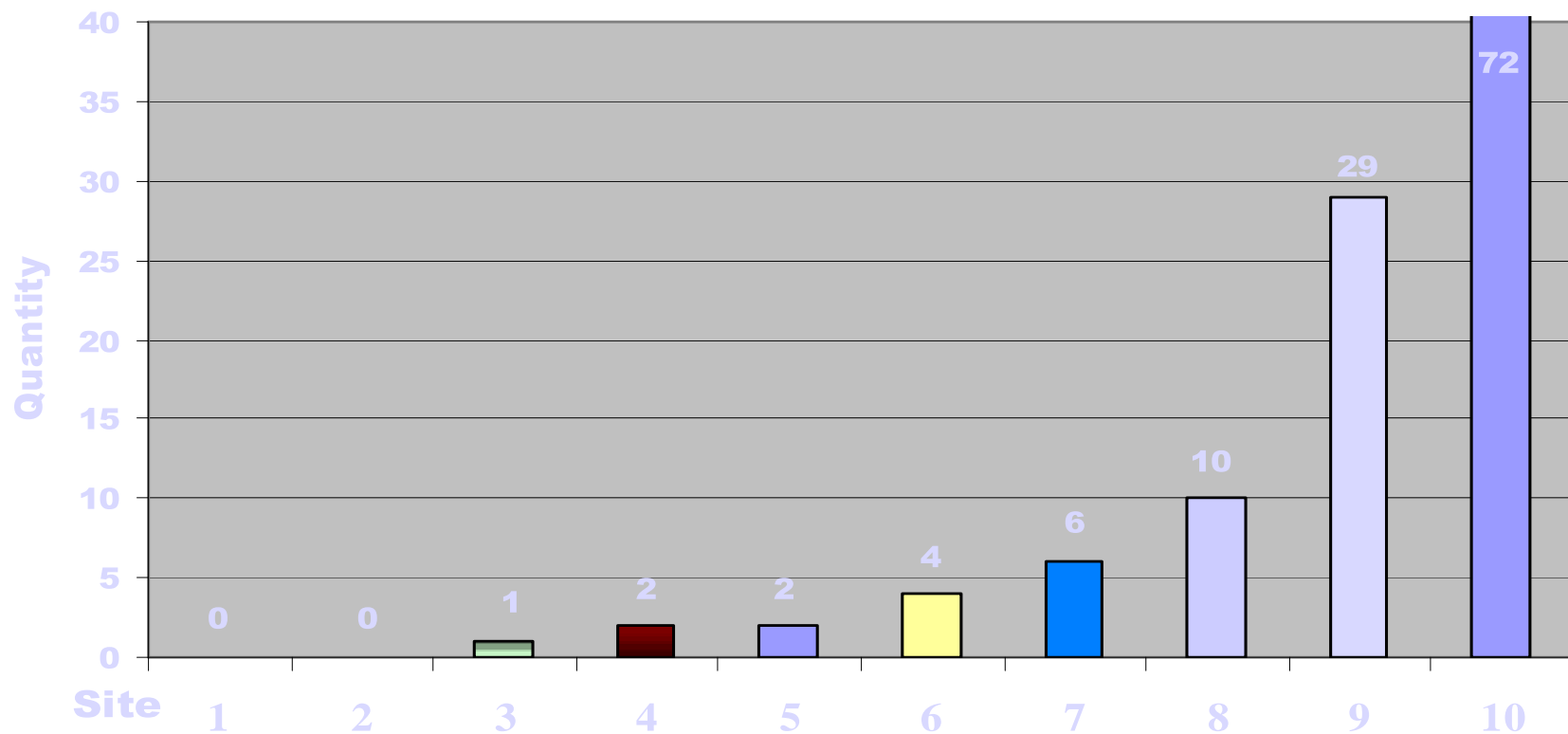
Cumulative Lessons Learned per Month



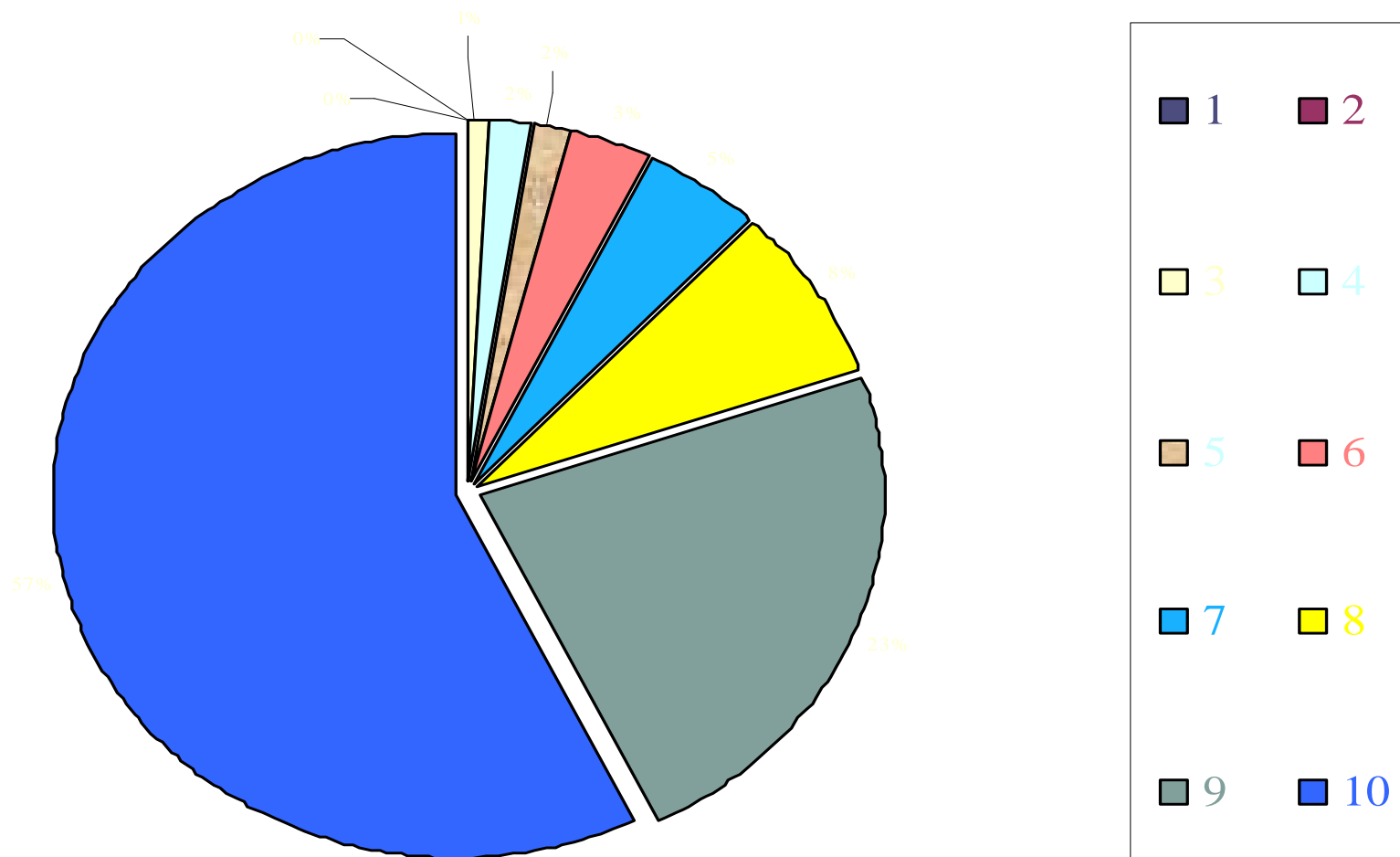
Number of Lessons Posted Per Month



Lessons Learned Generated Per Site

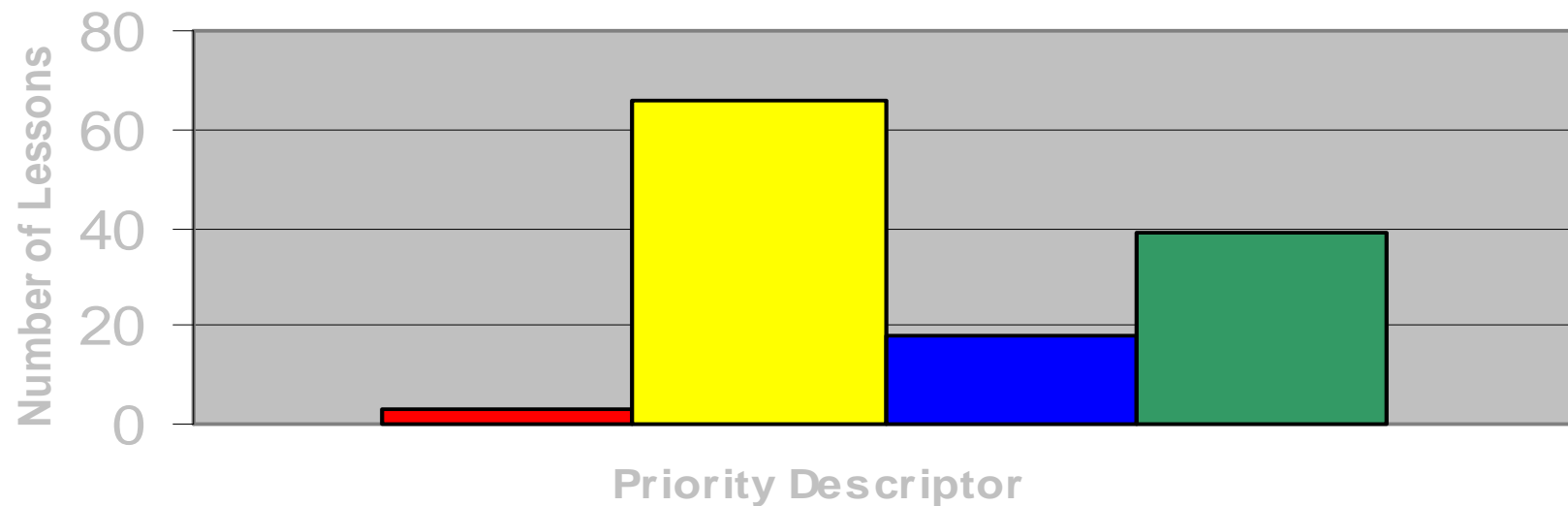


Percent Of Lessons Learned By Site

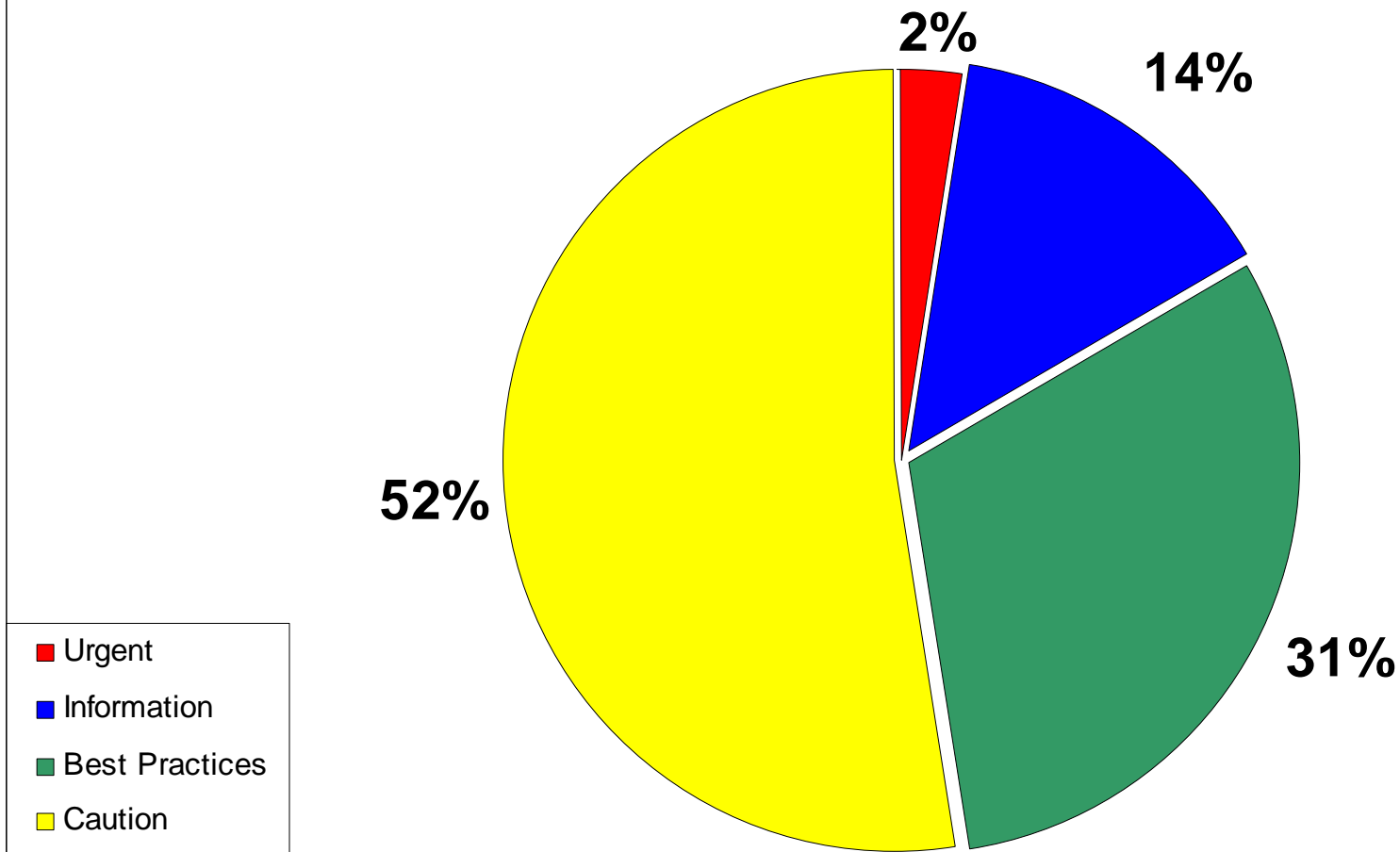


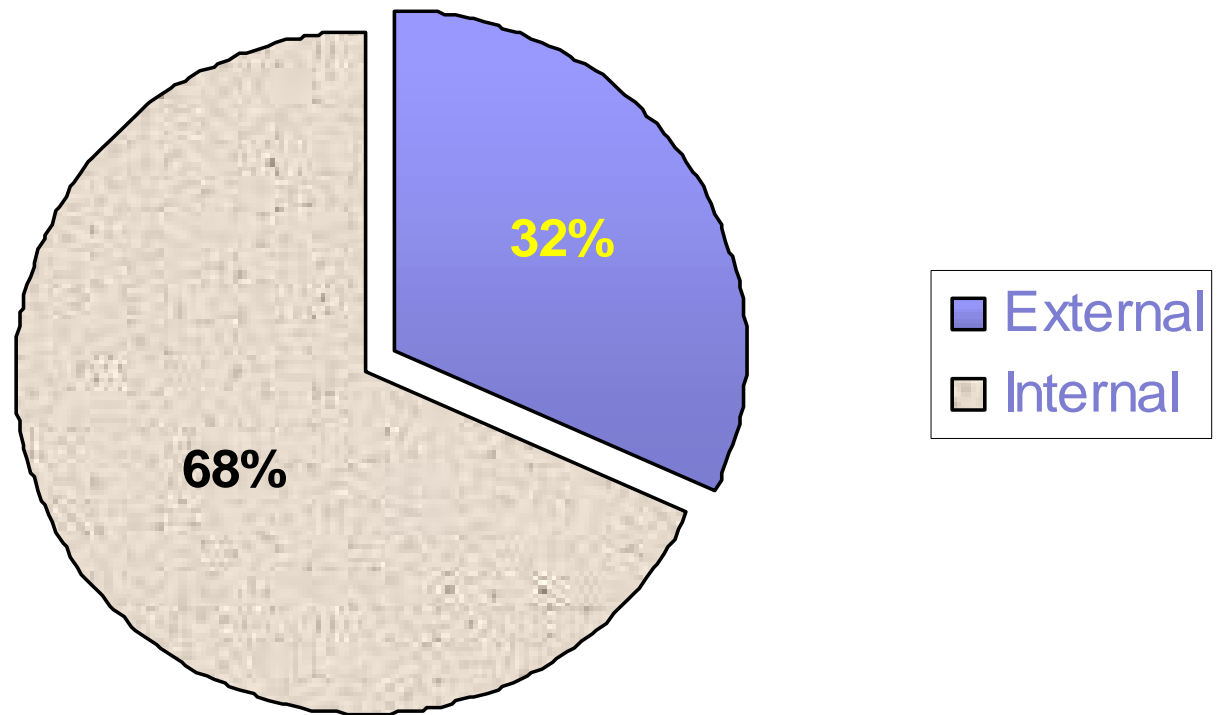
Lessons Learned by Priority Descriptor

Total Lessons = 126



Percent of Lessons Per Priority Descriptor





Basic sources of **Internal** Lessons Learned within BNFL Inc.:

- Initial Incident Reports
- Incident Investigations
- Occurrence Reports
- ES&H Audits Findings
- QA Audit Findings
- Self Assessments



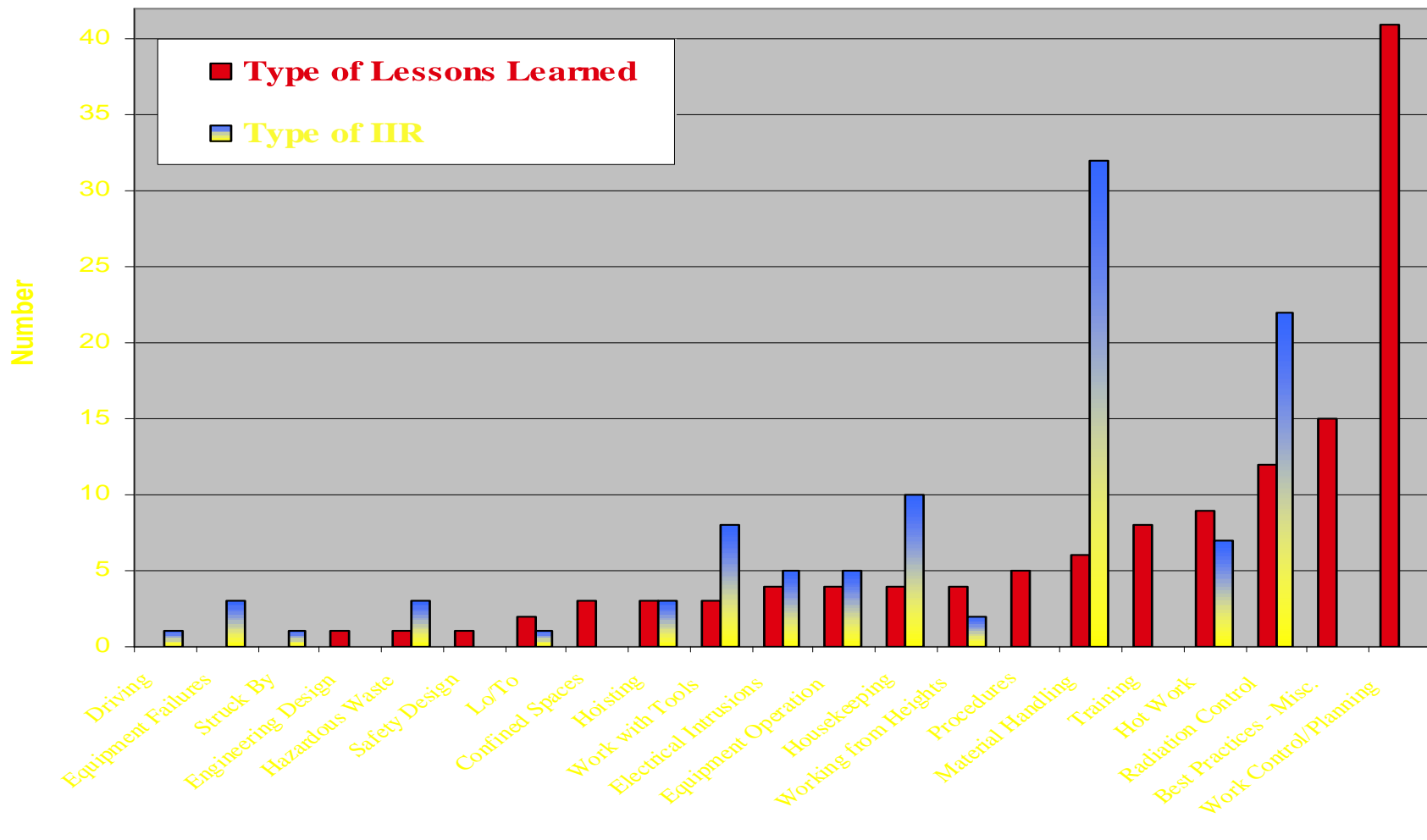


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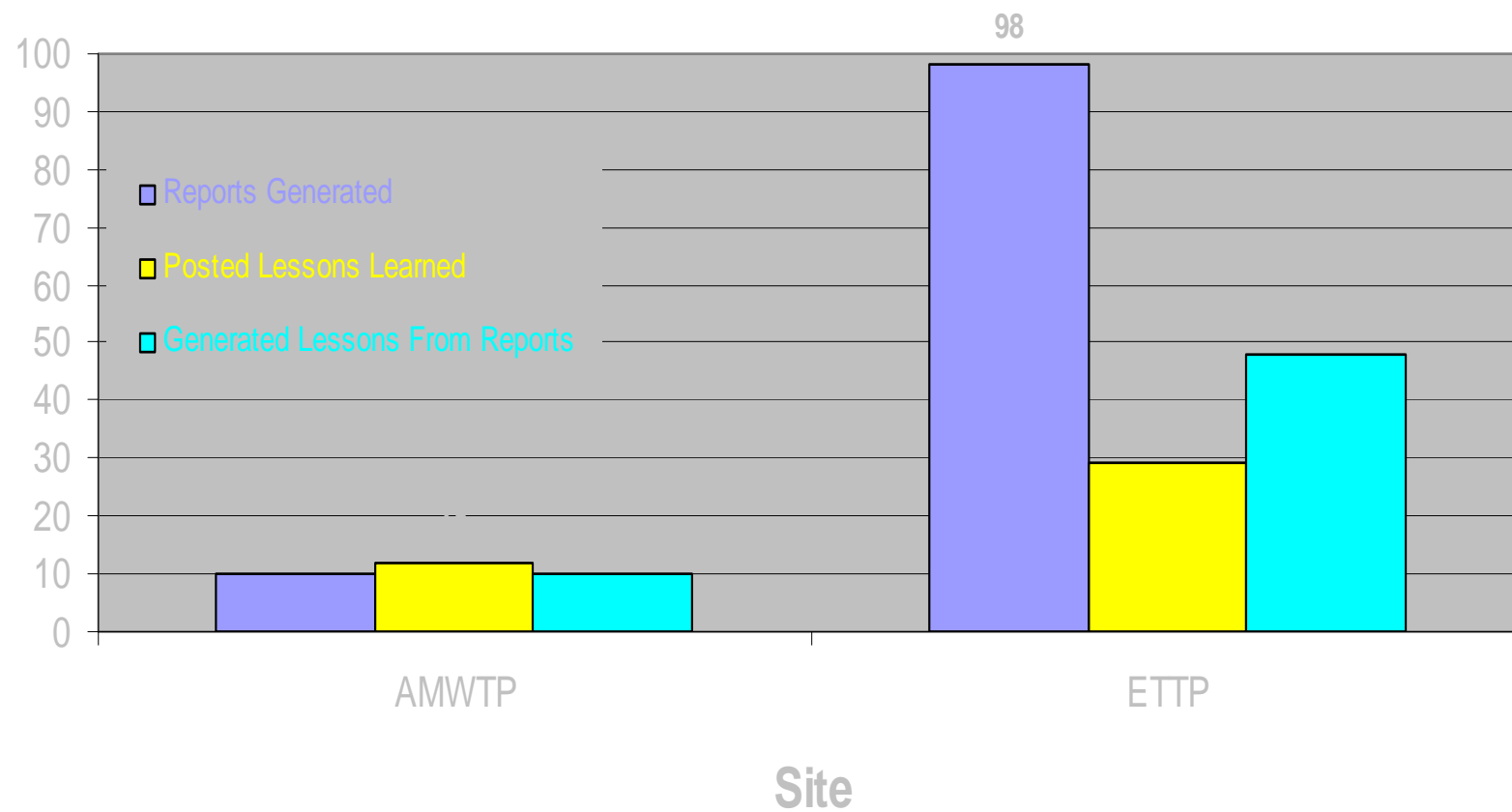


Type of Lessons Learned	<u>Lessons</u>	<u>IIRs</u>
Driving	0	1
Equipment Failures	0	3
Struck By	0	1
Engineering Design	1	0
Hazardous Waste	1	3
Safety Design	1	0
Lo/To	2	1
Confined Spaces	3	0
Hoisting	3	3
Work with Tools	3	8
Electrical Intrusions	4	5
Equipment Operation	4	5
Housekeeping	4	10
Working from Heights	4	2
Procedures	5	0
Material Handling	6	32
Training	8	0
Hot Work	9	7
Radiation Control	12	22
Best Practices - Misc.	15	0
Work Control/Planning	41	0
<u>TOTALS:</u>	<u>126</u>	<u>103</u>

Number of Lessons and IIRS By Category



OCCURANCE REPORTS vs LESSONS POSTED



Basic sources of **External** Lessons Learned within BNFL Inc.:

- INPO Incident Reports
- Professional Journals





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Thank



You